

RIO VIRGIN



TELEPHONE & CABLEVISION

Date October 14, 2013

DOCKET FILE COPY ORIGINAL

PO Box 189, Estacada, OR 97023 Tel: (503)630-4202 Fax: (503)630-8974

Electronic Filing

Ms. Marlene H. Dortch
Office of Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

Received & Inspected
OCT 28 2013
FCC Mail Room

Re: WC Docket No. 10-90 & 11-42
Annual §54.313/54.422 Report of High-Cost and Low Income Recipient, Form 481

Dear Ms. Dortch:

Enclosed herein is the annual report for **Rio Virgin Telephone Co.**, Study Area Code **552356** pursuant to §54.313/54.422 of the Commission's rules. "CONFIDENTIAL FINANCIAL INFORMATION-SUBJECT TO PROTECTIVE ORDER IN WC DOCKET NOS. 10-90, 07-135, 05-337, 03-109, CC DOCKETS NOS. 01-92, 96-45, GN DOCKET NO.09-51, WT DOCKET NO. 10-208, BEFORE THE FEDERAL COMMUNICATIONS COMMISSION."

Two copies of the Confidential Financial Information is REDACTED-FOR PUBLIC INSPECTION.

Please contact me with any questions at:

Phone: 503-630-8952
Email: wheelerb@cuaccess.net

Sincerely,
Brooke Wheeler, CFO

Enclosure Copies to:

Charles Tyler
Telecommunications Commissions
445 12th Street, S.W. Room 5-A452
Washington, D.C. 20554

Universal Service Administrative Company
Electronic Filing
Washington, DC 20036

Public Utility Commission
Electronic Filing Confidential & Redacted

No. of Copies rec'd
List ABOVE

0+1

FCC Form 487 - Carrier Annual Reporting Data Collection Form

<010> Study Area Code 552356

<015> Study Area Name RIO VIRGIN TEL CO

<020> Program Year 2014

<030> Contact Name: Person USAC should contact with questions about this data Brooke Wheeler

<035> Contact Telephone Number: 503-630-8952
Number of the person identified in data line <030>

<039> Contact Email Address: wheelerb@cuaccess.net
Email of the person identified in data line <030>

Received & Inspected
OCT 28 2013

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ANNUAL REPORTING FOR ALL CARRIERS

		54.323 Completion Required	54.322 Completion Required
<100>	Service Quality Improvement Reporting (complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<200>	Outage Reporting (voice) (complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<210>	<input checked="" type="checkbox"/> <-- check box if no outages to report		
<300>	Unfulfilled Service Requests (voice)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<310>	Detail on Attempts (voice) (attach descriptive document)		
<320>	Unfulfilled Service Requests (broadband)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<330>	Detail on Attempts (broadband) (attach descriptive document)		
<400>	Number of Complaints per 1,000 customers (voice)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<410>	Fixed 0.0018		
<420>	Mobile 0.0		
<430>	Number of Complaints per 1,000 customers (broadband)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<440>	Fixed		
<450>	Mobile		
<500>	Service Quality Standards & Consumer Protection Rules Compliance (check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<510>	552356nv510 (attached descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<600>	Functionality in Emergency Situations (check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<610>	552356nv610 (attached descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<700>	Company Price Offerings (voice) (complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<710>	Company Price Offerings (broadband) (complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<800>	Operating Companies and Affiliates (complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<900>	Tribal Land Offerings (Y/N)? (if yes, complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1000>	Voice Services Rate Comparability (check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1010>	(attach descriptive document)		
<1100>	Terrestrial Backhaul (Y/N)? (if not, check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1110>	(complete attached worksheet)		
<1200>	Terms and Condition for Lifeline Customers (complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

<2000> (check to indicate certification)

<2005> (complete attached worksheet)

Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet

<3000> (check to indicate certification)

<3005> (complete attached worksheet)

(100) Service Quality Improvement Reporting Data Collection Form	CC Form 482 OMB Control No. 3060-0046/OMB L. Reg. No. 3060-0046 July 2013
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<010> Study Area Code	552356
<015> Study Area Name	RIO VIRGIN TEL CO
<020> Program Year	2014
<030> Contact Name - Person USAC should contact regarding this data	Brooke Wheeler
<035> Contact Telephone Number - Number of person identified in data line <030>	503-630-8952
<039> Contact Email Address - Email Address of person identified in data line <030>	wheelerb@cuaccess.net

<110> Has your company received its ETC certification from the FCC?	(yes / no) <input type="radio"/> <input checked="" type="radio"/>
If your answer to Line <110> is yes, do you have an existing §54.202(a) "5 year plan" filed with the FCC?	(yes / no) <input type="radio"/> <input type="radio"/>

If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

- <112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.**

Name of Attached Document (.pdf)

Please check these boxes below to confirm that the attached PDF, on line 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

- <113> Maps detailing progress towards meeting plan targets**
- <114> Report how much universal service (USF) support was received**
- <115> How (USF) was used to improve service quality**
- <116> How (USF) was used to improve service coverage**
- <117> How (USF) was used to improve service capacity**
- <118> Provide an explanation of network improvement targets not met in the prior calendar year.**



PO Box 189, Estacada, OR 97023 Tel: (503)630-4202 Fax: (503)630-8974

9/11/2013

Consumer Protection

Rio Virgin Telephone Company complies with the requirements of 47 CFR Part 64 Subpart U, Customer Proprietary Network Information and the Federal Trade Commission Red Flag rules to prevent identity theft. A manual for each of those programs is in place and is part of the employees' handbook. Employee training is conducted annually and new hires are instructed on the programs as required by their job functions.

Service Quality Standards

Rio Virgin Telephone Company complies with the service standards of the State of Nevada as promulgated in the State of Nevada Public Utilities Commission Rules **Docket No. 09-06017/LCB File No. RO84-10**, Accident/Significant Service Outage Rule Reporting Criteria.

Telecom Contacts are:

Manny Lopez 775-684-6163, CELL: 775-224-2264, lopez@puc.nv.gov
Nicole Matzek 775-684-6170, CELL: 775-813-3992, nmatzek@puc.nv.gov



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10/3/2013

Rio Virgin Telephone & Cable Vision is able to remain functional in an emergency situation. Please see the specific information below in regard to back-up power, ability to reroute traffic around damaged facilities, and the capability to manage traffic spikes resulting from emergency situations.

Back-up Power

Rio Virgin Telephone & Cablevision has the following back-up power capabilities:

Switches – stand alone and/or host

Switch A (Mesquite) Onan 230_KW, propane, 1000 gallon tank, 8 days at max load.

Subscriber carrier (DLC, AFC, OPM, etc.)

Carrier Loc. Carrier Loc. Many remote Carrier locations which we use 5000 Watt portable generators, Gasoline, 5 gallon tank, 8 hours/tank of fuel.

Ability to reroute traffic around damaged facilities:

Rio Virgin Telephone & Cablevision has built redundant facilities between its exchanges and its connecting company toll tandem. This redundant facility is in the form of a SONET ring with alternate physical facilities between **Rio Virgin Telephone & Cablevision** and **Qwest/CenturyLink**, its interconnection to the Public Switched Telephone Network.

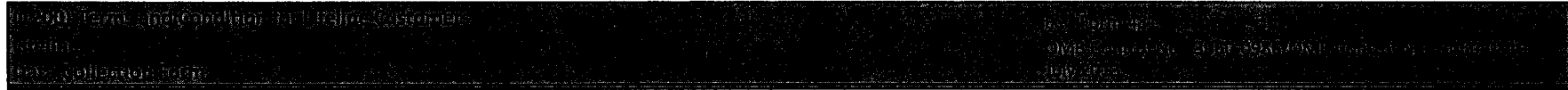
Capability to manage traffic spikes resulting from emergency situations

Rio Virgin Telephone & Cablevision has 8795 customers, we have adequate switching and transport capacity for 384 simultaneous calls. **Rio Virgin Telephone & Cablevision** takes no responsibility for the capabilities of interconnected networks to manage traffic spikes resulting from emergency situations, but will continue its best efforts for its networks during such events.

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<810>	Reporting Carrier	Rio Virgin Telephone Company
<811>	Holding Company	Day Management Corporation
<812>	Operating Company	Reliance Connects

10/03/2013



<010>	Study Area Code	552356
<015>	Study Area Name	RIO VIRGIN TEL CO
<020>	Program Year	2014
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<1210> Terms & Conditions of Voice Telephony Lifeline Plans 552356nv1210

Name of attached document (.pdf)

<1220> Link to Public Website HTTP _____

"Please check these boxes below to confirm that the attached PDF, on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

- <1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers, ☒
- <1222> Details on the number of minutes provided as part of the plan, ☒
- <1223> Additional charges for toll calls, and rates for each such plan. ☒

Rio Virgin Telephone Company
d/b/a Reliance Connects
Mesquite, Nevada
Tariff 1

Second Revised Sheet P.S.C.N. Sheet No. 11
cancels
First Revised Sheet P.S.C.N. Sheet No. 11

**SCHEDULE NO. E-1
LIFELINE SERVICE**

SERVICE

Applicable to qualifying low-income, one-party residence customers of the Utility who meet the eligibility criteria established by the Federal Communications Commission's Rule 4.409 (b).

DESCRIPTION

- A. The rate below shall be used to waive the customer's federal End-User Common Line Charge or Subscriber Line Charge.

RATE PER MONTH

Federal Lifeline Support Credit
(Includes Federal End User Common Line Credit
of \$6.50 and remainder \$2.75 credit covers basic
service)

\$9.25

C
|
C

- B. The following services are included:

1. One-party, voice grade service to the public switched network;
2. A standard white page listing;
3. Access to emergency services, (e.g. 911, E911);
4. Access to inter exchange service, unless toll blocking is chosen;
5. Access to directory assistance and Toll blocking.

D

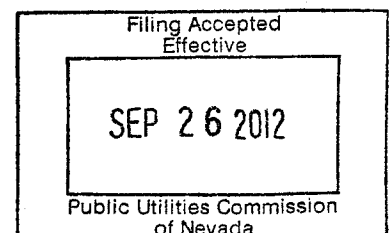
(Continued)

ISSUED July 26, 2012

EFFECTIVE: August 26, 2012

ADVICE NO. 70

ISSUED BY:
Brenda Crosby
President
PO Box 189
Estacada, OR 97023



RIO VIRGIN TELEPHONE COMPANY	First Revised Sheet	P.S.C.N. Sheet No.12
d/b/a Reliance Connects	Original Sheet	P.S.C.N. Sheet No.12
Mesquite, Nevada		
Tariff 1		

SCHEDULE NO. E-1
LIFELINE SERVICE (Cont'd)

REGULATIONS

- A. An applicant must meet all of the following criteria in order to be eligible for Lifeline Service:**
- 1. To qualify for Lifeline Service, the customer must participate in one of the following programs:**
 - a. Medicaid;**
 - b. Food Stamps;**
 - c. Supplemental Security Income (SSI);**
 - d. Federal Public Housing Assistance;**
 - e. Section 8 programs, or**
 - f. Low Income Home Energy Assistance Program**
 - 2. The customer must sign, under penalty of perjury, a document certifying:**
 - a. He/she is receiving benefits from one of the programs in A-1 above.**
 - b. He/she must provide the name of the program from which he/she is receiving benefits.**
 - c. That he/she will notify the Utility if he/she no longer participates in the program named in b.**
 - 3. The residence premises at which the residence service is requested, is the applicant's principal place of residence.**
 - 4. There is only one telephone line serving the residence premises. The residence premises household (dwelling unit) shall consist of that portion of an individual house or building or one flat or apartment occupied by a single family or individuals functioning as one domestic establishment.**
- B. Lifeline Service will not be furnished on a Foreign Exchange (FEX) basis.**
- C. Lifeline Service shall not be disconnected for nonpayment of toll charges.**
- D. Toll blocking will be available at no charge. If the customer chooses toll blocking, the Utility will not charge a deposit.**

ISSUED July 26, 2012

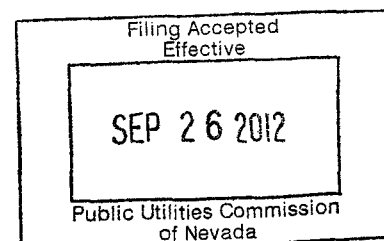
EFFECTIVE: August 26, 2012

ADVICE NO. 70

ISSUED BY:
Brenda Crosby
President

PO Box 189
Estacada, OR 97023

D



54.313 Lifeline customers MOU and additional toll charges

Lifeline subscribers receive the same residential service as a regular subscriber, but at a reduced monthly recurring rate. Thus, lifeline subscribers have an unlimited number of local calling minutes. As for toll, lifeline subscribers, similar to every Rio Virgin Telephone subscriber, are free to choose their own toll usage plans through IXC's that serve Rio Virgin Telephone.

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CHECK the boxes below to note compliance on its five year service quality plan (pursuant to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

Progress Report on 5 Year Plan

(3010)	Milestone Certification (47 CFR § 54.313(f)(1)(i)) Please check this box to confirm that the attached PDF, on line 3012, contains the required information pursuant to § 54.313 (f)(1)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.	Name of Attached Document Listing Required Information	<input type="checkbox"/>
(3012)	Community Anchor Institutions (47 CFR § 54.313(f)(1)(ii))	Name of Attached Document Listing Required Information	<input checked="" type="checkbox"/> (Yes/No)
(3013)	Is your company a Privately Held ROR Carrier (47 CFR § 54.313(f)(2))		<input type="checkbox"/> (Yes/No)
(3014)	If yes, does your company file the RUS annual report Please check these boxes to confirm that the attached PDF, on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:		<input type="checkbox"/>
(3015)	Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)		<input type="checkbox"/>
(3016)	PDF of Balance Sheet, Income Statement and Statement of Cash Flows		<input type="checkbox"/>
(3017)	If the response is yes on line 3014, attach your company's RUS annual report and all required documentation	Name of Attached Document Listing Required Information	<input checked="" type="checkbox"/> (Yes/No)
(3018)	If the response is no on line 3014, Is your company audited? If the response is yes on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:		<input checked="" type="checkbox"/>
(3019)	Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications		<input checked="" type="checkbox"/>
(3020)	PDF of Balance Sheet, Income Statement and Statement of Cash Flows		<input checked="" type="checkbox"/>
(3021)	Management letter issued by the independent certified public accountant that performed the company's financial audit. If the response is no on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:		<input checked="" type="checkbox"/>
(3022)	Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers,		<input type="checkbox"/>
(3023)	Underlying information subjected to a review by an independent certified public accountant		<input type="checkbox"/>
(3024)	Underlying information subjected to an officer certification.		<input type="checkbox"/>
(3025)	PDF of Balance Sheet, Income Statement and Statement of Cash Flows		<input type="checkbox"/>
(3026)	Attach the worksheet listing required information	Name of Attached Document Listing Required Information	552356nv3026



INDEPENDENT AUDITORS' REPORT

To the Board of Directors
Rio Virgin Telephone Company

We have audited the accompanying financial statements of Rio Virgin Telephone Company (the Company), which comprise the balances sheets as of December 31, 2012 and 2011, and the related statements of income, comprehensive income, changes in stockholder's equity and cash flows for the years then ended, and the related notes to the financial statements.

Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with accounting principles generally accepted in the United States of America; this includes the design, implementation, and maintenance of internal control relevant to the preparation and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditors' Responsibility

Our responsibility is to express an opinion on these financial statements based on our audits. We conducted our audits in accordance with auditing standards generally accepted in the United States of America. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. Accordingly, we express no such opinion. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Opinion

In our opinion, the financial statements referred to above present fairly, in all material respects, the financial position of Rio Virgin Telephone Company as of December 31, 2012 and 2011, and the results of its operations and cash flows for the years then ended in conformity with accounting principles generally accepted in the United States of America.

AKT LLP

Salem, Oregon
April 17, 2013

CONFIDENTIAL

680 HAWTHORNE AVENUE SE, #140, SALEM, OR 97301

PHONE: 503.585.7774 FAX: 503.364.8405

PORTLAND, OR | SALEM, OR | CARLSBAD, CA | ESCONDIDO, CA | SAN DIEGO, CA | ANCHORAGE, AK

AKT LLP

RIO VIRGIN TELEPHONE COMPANY

Balance Sheets

December 31, 2012 and 2011

ASSETS

Current Assets:

Cash and cash equivalents
Marketable securities
Accounts receivable
Accounts receivable, affiliates
Interest and dividends receivable
Materials and supplies
Income taxes receivable
Prepaid expenses

Total Current Assets

Other Assets and Investments:

Marketable securities
Other assets
Prepaid pension cost
Investments

Total Other Assets and Investments

Telecommunications Property, Plant, and Equipment:

Telecommunications
Under construction

Less accumulated depreciation

Telecommunications Property, Plant, and Equipment, net

Cable Television Property, Plant, and Equipment, net

Property, Plant, and Equipment, net

2012

2011

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LIABILITIES AND STOCKHOLDER'S EQUITY

Current Liabilities:

Accounts payable
Income taxes payable
Accrued expenses
Customer deposits
Advance billings
Deferred income tax

Total Current Liabilities

Long-Term Deferred Income Tax

Total Liabilities

Stockholder's Equity:

Common stock, par value of \$100, 750 shares
authorized, 372 shares issued and outstanding
Retained earnings
Accumulated other comprehensive loss

Total Stockholder's Equity

2012

2011

**REDACTED - FOR PUBLIC
INSPECTION**

RIO VIRGIN TELEPHONE COMPANY

Statements of Income

Years Ended December 31, 2012 and 2011

	2012	2011
Operating Revenues:	<div> <div>REDACTED - FOR PUBLIC INSPECTION</div> </div>	
Local network		
Network access		
Miscellaneous		
Uncollectible revenues		
Total Operating Revenues		
Operating Expenses:		
Plant specific		
Plant nonspecific		
Customer		
Corporate		
Depreciation		
Total Operating Expenses		
Operating Taxes:		
Operating income taxes		
Other operating taxes		
Total Operating Expense and Taxes		
Operating Income		
Other Income (Expense)		
Interest and dividend income		
Interest expense		
Income from equity method investments		
Nonregulated operations, net		
Cable television, net		
Nonregulated income taxes		
Non-operating income taxes		
Net Income		

RIO VIRGIN TELEPHONE COMPANY

Statements of Cash Flows

Years Ended December 31, 2012 and 2011

	2012	2011
Cash Flows from Operating Activities:		
Net income		
Adjustments to reconcile net income to net cash provided by operating activities:		
Regulated depreciation		
Nonregulated depreciation		
Income from equity method investments		
Change in deferred income tax		
Amortization of bond premium		
Realized loss on sale of marketable securities		
Accrued pension costs		
Changes in assets and liabilities:		
Accounts receivable		
Accounts receivable, affiliates		
Interest and dividends receivable		
Materials and supplies		
Income taxes receivable and payable		
Prepaid expenses		
Accounts payable		
Accrued expenses		
Customer deposits		
Advance billings		
Net Cash Provided (Used) by Operating Activities		
Cash Flows from Investing Activities:		
Purchase of property, plant, and equipment		
Proceeds from sales and maturities of investments and marketable securities		
Purchase of investments and marketable securities		
Distributions received from investments		
Change in other assets		
Net Cash Provided (Used) by Investing Activities		
Net Increase (Decrease) In Cash and Cash Equivalents		
Cash and cash equivalents, beginning		
Cash and cash equivalents, ending		
Cash Paid During the Year for Taxes		

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INSPECTION



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<039>	Contact Email Address - Email Address of person identified in data line <030>	wheelerb@cuaccess.net

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier:	RIO VIRGIN TEL CO
Signature of Authorized Officer:	CERTIFIED ONLINE
Date	10/14/2013
Printed name of Authorized Officer:	Brooke Wheeler
Title or position of Authorized Officer:	CFO
Telephone number of Authorized Officer:	503-630-8952
Study Area Code of Reporting Carrier:	552356
Filing Due Date for this form:	10/15/2013
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	